

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. (Canceled)

2. (Currently Amended) An apparatus for communicating using a communication channel **of one or more media-specific communication channels** comprising:
 - a configurable communication server configured to
 - communicate, in a media-independent manner, via **said communication channel of said** one or more media-specific communication channels of one or more vendors using a corresponding channel driver associated with each communication channel, wherein each vendor of **[[a]] said** communication channel **of said one or more communication channels** provides a channel driver implementation for a corresponding channel driver associated with said communication channel, and
 - wherein **[[each]]** said channel driver implementation is configured according to a common communication application program interface to allow the communication server to communicate via **a corresponding media-specific said** communication channel independently of a media type of and vendor-dependent communication protocols for said **corresponding** communication channel,
 - access information regarding a type of communication that uses the communication channel,
 - determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and

determine an event response to perform in response to an event if the type of communication is incoming, wherein the information is accessed from a memory storing data corresponding to a configuration of the communication channel; and

a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel, and wherein said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in said outgoing or incoming communications.

3. – 4. (Canceled).

5. (Previously Presented) The apparatus of claim 2 further comprising: a database comprising an event record, wherein the event record comprises the information regarding the event.

6. (Previously Presented) The apparatus of claim 5 wherein the configurable communication server is further configured by performing one of adding the event record to the database, modifying the event record in the database, and deleting the event record from the database.

7. (Previously Presented) The apparatus of claim 5 further comprising: at least one event handler, wherein the event record comprises a name of one event handler of the at least one event handler for handling the event, and the configurable communication server is further configured to use the one event handler named in the event record for handling the event.

8. (Previously Presented) The apparatus of claim 5, wherein

the database further comprises an event response record associated with the event record, and

the configurable communication server is further configured to determine the event response by accessing the event response record associated with the event record.

9. (Previously Presented) The apparatus of claim 2, wherein the information regarding the event further comprises information regarding the event response, and the configurable communication server is further configured to perform the event response.

10. (Canceled)

11. (Previously Presented) The apparatus of claim 2 further comprising: the configurable communication server coupled to the channel driver such that the configurable communication server receives the event from the communication channel via the channel driver.

12. (Canceled)

13. (Previously Presented) The apparatus of claim 2 further comprising: said user interface comprising a second user interface object capable of being activated; and the configurable communication server further configured to send the outgoing communication to the communication channel when the second user interface object is activated.

14. (Previously Presented) The apparatus of claim 2 further comprising: the configurable communication server further configured to send the outgoing communication by issuing the command to the communication channel.

15. **(Currently Amended)** A method for communicating comprising:
 receiving an event in a media-independent manner from a media-specific
 communication channel of a plurality of media-specific communication
 channels of one or more vendors via a corresponding channel driver
 associated with said media-specific communication channel, wherein
 each vendor of ~~[[a]]~~ said media-specific communication channel provides
 a channel driver implementation for a corresponding channel
 driver associated with said media-specific communication
 channel, and
 wherein ~~[[each]]~~ said channel driver implementation is configured
 according to a common communication application program
 interface common to each of the corresponding channel drivers
 that facilitates reception of said event in said media-independent
 manner;
 determining an event response by accessing information regarding the event,
 wherein
 the information is accessed from a memory storing data corresponding to a
 configuration of the communication channel; and
 performing the event response by providing a notification of the event via a web
 browser-based media-independent user interface, wherein
 the user interface comprises a first user interface object to provide the
 notification of the event, and
 wherein said user interface displays a single, web browser-based toolbar
 providing a visual depiction of all options available to a user to
 participate in performing the event response,
 wherein event reception and response are performed via ~~a corresponding~~
~~said~~ media-specific communication channel independently of a
 media type of and vendor-dependent communication protocols for
 said ~~corresponding~~ media-specific communication channel.

16. (Previously Presented) The method of claim 15 wherein the determining the event response comprises:

accessing a database to determine the event response.

17. (Canceled)

18. (Previously Presented) The method of claim 15 further comprising: receiving notification of an activation of a second user interface object of said user interface, the second user interface object being associated with a command; and issuing the command to the communication channel.

19. (Previously Presented) The method of claim 15 further comprising: receiving a notification of an activation of said first user interface object of said user interface, the first user interface object being associated with the event.

20. (Canceled)

21. (Currently Amended) A computer system comprising:
a storage system configured to store computer instructions and data;
a processing system coupled to the storage system and configured to communicate using a media-specific communication channel of one or more media-specific communication channels, wherein the processing system comprises a configurable communication server configured to communicate, in a media-independent manner, via said one or more media-specific communication channels of one or more vendors using a corresponding channel driver associated with each said communication channel, wherein each vendor of [[a]] said communication channel of said one or more communication channels provides a

channel driver implementation for a corresponding channel driver associated with said communication channel, and

wherein ~~[[each]]~~ said channel driver implementation is configured according to a common communication application program interface to allow the communication server to communicate via ~~a~~ ~~corresponding media-specific~~ said communication channel independently of a media type of and vendor-dependent communication protocols for said ~~corresponding~~ communication channel,

access information regarding a type of communication that uses the communication channel,

determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and

determine an event response to perform in response to an event if the type of communication is incoming, wherein the information is accessed from a first data stored in the storage system, the first data corresponding to a configuration of the communication channel, and

the computer instructions and data corresponding to the configurable communication server; and

a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel, and wherein said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to user to participate in said outgoing or incoming communications, and the computer instructions and data further corresponding to the user interface.

22. – 23. (Canceled)

24. (Previously Presented) The computer system of claim 21 wherein the storage system further comprises:

a database comprising an event record, wherein the event record comprises the information regarding the event.

25. (Previously Presented) The computer system of claim 24 wherein the configurable communication server is further configured by performing one of adding the event record to the database, modifying the event record in the database, and deleting the event record from the database.

26. (Previously Presented) The computer system of claim 24 wherein the processing system further comprises:

at least one event handler, wherein

the event record comprises a name of one event handler of the at least one event handler for handling the event,

the configurable communication server is further configured to use the one event handler named in the event record for handling the event; and

the computer instructions and data further correspond to the at least one event handler.

27. (Previously Presented) The computer system of claim 24, wherein the information regarding the event further comprises information regarding the event response, and the configurable communication server is further configured to perform the event response.

28. (Previously Presented) The computer system of claim 24, wherein

the database further comprises an event response record associated with the event record, and

the configurable communication server is further configured to determine the event response by accessing the event response record associated with the event record.

29. (Canceled)

30. (Previously Presented) The computer system of claim 21 further comprising:

the configurable communication server coupled to the channel driver such that the configurable communication server receives the event from the communication channel via the channel driver.

31. (Canceled)

32. (Previously Presented) The computer system of claim 21 further comprising:

said user interface comprising a second user interface object capable of being activated; and

the configurable communication server further configured to send the outgoing communication to the communication channel when the second user interface object is activated.

33. (Previously Presented) The computer system of claim 32 further comprising:

the configurable communication server further configured to send the outgoing communication by issuing the command to the communication channel.

34. (Previously Presented) A computer program product for communicating comprising:

a first set of instructions, executable by a processor, configured to effectuate

- communication in a media-independent manner via a communication channel of one or more media-specific communication channels of one or more vendors using a corresponding channel driver associated with each communication channel, wherein each vendor of [[a]] said communication channel of said one or more communication channels provides a channel driver implementation for a corresponding channel driver associated with said communication channel, and wherein [[each]] said channel driver implementation is configured according to a common communication application program interface to allow the communication server to communicate via a-corresponding-media-specific said communication channel independently of a media type of and vendor-dependent communication protocols for said corresponding communication channel
- a second set of instructions, executable by the processor, configured to access information regarding a type of communication that uses the communication channel, wherein the information is accessed from a memory storing data corresponding to a configuration of the communication channel;
 - a third set of instructions, executable by the processor, configured to determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing;
 - a fourth set of instructions, executable by the processor, configured to determine an event response to perform in response to an event if the type of communication is incoming;
 - a fifth set of instructions, executable by the processor, configured to provide a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel, and wherein

said user interface displays a single, web browser-based toolbar providing
a visual depiction of all options available to a user to participate in
said outgoing or incoming communications; and
a computer-readable medium that stores the instructions.

35. – 36. (Canceled).

37. (Previously Presented) The computer program product of claim 34 further comprising:

a database comprising an event record, wherein the event record comprises the
information regarding the event; and
the computer-readable medium stores the database.

38. (Previously Presented) The computer program product of claim 37, further comprising:

a sixth set of instructions, executable by the processor, configured to perform one
of
adding the event record to the database,
modifying the event record in the database, and
deleting the event record from the database.

39. (Previously Presented) The computer program product of claim 37 further comprising:

at least one event handler, wherein
the event record comprises a name of one event handler of the at least one
event handler for handling the event;
a sixth set of instructions, executable by the processor, configured to use the one
event handler named in the event record for handling the event; and
the computer-readable medium further stores the at least one event handler.

40. (Previously Presented) The computer program product of claim 37, wherein

the database further comprises an event response record associated with the event record, and

a sixth set of instructions, executable by the processor, configured to determine the event response by accessing the event response record associated with the event record.

41. (Previously Presented) The computer program product of claim 34, wherein

the information regarding the event further comprises information regarding the event response, and

wherein the computer program product further comprises:

a sixth set of instructions, executable by the processor, configured to perform the event response.

42. (Previously Presented) The computer program product of claim 34 further comprising:

said channel driver configured to communicate with the communication channel.

43. (Previously Presented) The computer program product of claim 42, further comprising:

a sixth set of instructions, executable by the processor, configured to receive the event from the communication channel via the channel driver.

44. (Canceled)

45. (Previously Presented) The computer program product of claim 34 further comprising:

a sixth set of instructions, executable by the processor, configured to provide said user interface comprising a second user interface object capable of being activated; and

a seventh set of instructions, executable by the processor, configured to send the outgoing communication to the communication channel when the second user interface object is activated.

46. (Previously Presented) The computer program product of claim 45, further comprising:

an eighth set of instructions, executable by the processor, configured to issue the command to the communication channel.

47. (Previously Presented) A computer readable medium comprising: instructions to perform the method of claim 15.

48. (Canceled)

49. (Currently Amended) A system comprising:
means for receiving an event in a media-independent manner from a media-specific communication channel of a plurality of media-specific communication channels of one or more vendors via a corresponding channel driver associated with said communication channel, wherein each vendor of **[[a]] the media-specific** communication channel provides a channel driver implementation for a corresponding channel driver associated with said **media-specific** communication channels, and
wherein **[[each]]** said channel driver implementation is configured according to a common communication application program interface common to each of the corresponding channel drivers that facilitates reception of said event in said media-independent manner;

means for determining an event response by accessing information regarding the event, wherein

the information is accessed from a memory storing data corresponding to a configuration of the communication channel; and

means for performing the event response by providing a notification of the event via a web browser-based media-independent user interface, wherein

the user interface comprises a first user interface object to provide the notification of the event, and

wherein said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in performing the event response,

wherein event reception and response are performed via a ~~corresponding~~ said media-specific communication channel independently of a media type of and vendor-dependent communication protocols for said ~~corresponding media-specific~~ communication channel.

50. (Previously Presented) The system of claim 49 wherein the means for determining the event response comprises:

means for accessing a database to determine the event response.

51. (Canceled)

52. (Previously Presented) The system of claim 49 further comprising:

means for receiving notification of an activation of a second user interface object of said user interface, the second user interface object being associated with a command; and

means for issuing the command to the communication channel.

53. (Previously Presented) The system of claim 49 further comprising:

means for receiving notification of an activation of said first user interface object of said user interface, the first user interface object being associated with the event.

54. (Previously Presented) The apparatus of Claim 2, wherein the memory storing data corresponding to the configuration of the communication channel is a database.

55. (Previously Presented) The apparatus of Claim 54 wherein the database comprises one or more of:

- information regarding the channel driver associated with the communication channel;
- a media type associated with the communication channel;
- a media string used by the configurable communication server at run time to invoke a media service for the channel driver;
- one or more channel driver parameters; and
- a default value for each of the one or more channel driver parameters.

56. (Previously Presented) The apparatus of Claim 2, wherein said media-specific communication channel relates to one of the following media types: telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

57. (Previously Presented) The method of Claim 15, wherein said media-specific communication channel relates to one of the following media types: telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

58. (Previously Presented) The computer system of Claim 21, wherein said media-specific communication channel relates to one of the following media types: telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

59. (Previously Presented) The computer program product of Claim 34, wherein said media-specific communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

60. (Previously Presented) The system of Claim 49, wherein said media-specific communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.